Provider Preparation

Service Authorizations:

- ➢ Verify that your system is capable of supporting the new 10-digit authorization number
- ➢ To request authorizations electronically internet connectivity is required

Batch Service Authorizations:

- ➢ Change Web address for batch uploads and downloads

Manage Correspondence and Reporting:

- ➢ Internet access for applicable staff to take advantage of this new functionality

Manage Claims and Payments:

- ➢ Transition from PCSS or paper to DDE
- ➢ MassHealth will no longer mail paper remittance advices (RA) or PCC Panel Reports
- ➢ MassHealth will generate a PDF version of the RA for providers to view or print form the Web
- ➢ MassHealth will continue to provide the 835 electronic RA
- ➢ Prepare to support electronic attachments
- ➢ Review Draft Companion Guides - Available in February, 2008
- ➢ Ensure your system will be able to support use of the industry standard claim form
- ➢ Order adequate supplies of UB-04 and CMS-1500 forms for your MassHealth claims
- ➢ Ensure your system be able to support the new 13-digit interchange control number (ICN)
- ➢ Review draft Billing Instructions – Available in February, 2008

Manage Provider Information

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Administer Account:

- Identify office staff that will need access to the Provider Online Service Center
- Determine access and permissions for staff
- Identify third party support that will need access such as billing intermediaries

General Preparations:

- Use the enclosed checklist to be sure you are ready for the changes
- Create your own checklist for additional items
- Include a timeline for each item you need to complete
- Do not wait until the last minute – start today
- Talk to your software vendor or billing intermediary to be sure they are prepared
- Educate your staff
- Verify with your software vendor and/or billing intermediary that these changes will be compatible with your system
- Update your system specifications if no relationship has been established with a billing intermediary or software vendor
- Plan for the next phase of training
- Review the Companion Guides, Billing Instructions, and HTS guides.